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This presentation
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www.tricare.osd.mil/contractstoolkit/briefings.cmf

This presentation was updated on
26 September 2003

Next Generation of TRICARE Contracts

for TRICARE Beneficiaries

TRICARE Management Activity

September 26, 2003

Overview

- **Background**
- **New TRICARE Contracts & What They Mean to Me**
  - Health Care Services & Support
  - Retail Pharmacy
  - Mail Order Pharmacy
  - Retiree Dental
  - TRICARE Global Overseas Remote Contract
  - Claims Processing for Medicare-Eligible Beneficiaries
  - Marketing & Education Contract
  - TRICARE Information Services Contract
  - Designated Provider Contracts
  - National Quality Monitoring Contract
- **Resources**

New TRICARE Contracts Being Awarded

TRICARE Management Activity

The TRICARE Health Plan has several medical and dental contracts that provide health care services to more than eight million beneficiaries.

Many of these contracts have reached the end of their planned existence.

The TRICARE Management Activity is in the process of awarding and transitioning to new contracts.

Making a Strong Program Better

TRICARE Management Activity

The new contracts will make TRICARE:

- easier to access
- less bureaucratic and
- more accountable to you

Putting Customer Satisfaction First

TRICARE Management Activity

Contractors are given incentives to provide top performance in:

- Telephone access
- Claims payment
- Quality medical outcomes

Summary of New TRICARE Contracts

TRICARE Management Activity

Contract	Status	Start Date
Mail Order Pharmacy	Awarded to Express Scripts Inc	March 03
Retiree Dental	Awarded to Delta Dental Plan	May 03
Overseas Remote	Awarded to International SOS Assistance, Inc	Sep 03
Uniformed Service Family Health Plan	Awarded	Jun – Aug 03
TRICARE Health Care Delivery	Awarded to Health Net, TriWest and Humana	Estimated Jun – Nov 04
Medicare/TRICARE Fiscal Intermediary	Awarded to Wisconsin Physicians Service Insurance Corporation	Estimated Apr – Nov 04
Telephone Call Center	In Evaluation	Estimated Oct 03
Retail Pharmacy	Awarded to Express Scripts Inc	Estimated Apr 04
Quality Monitoring	In Evaluation	6 months after award
Marketing/Education Materials	CACI	Oct 03

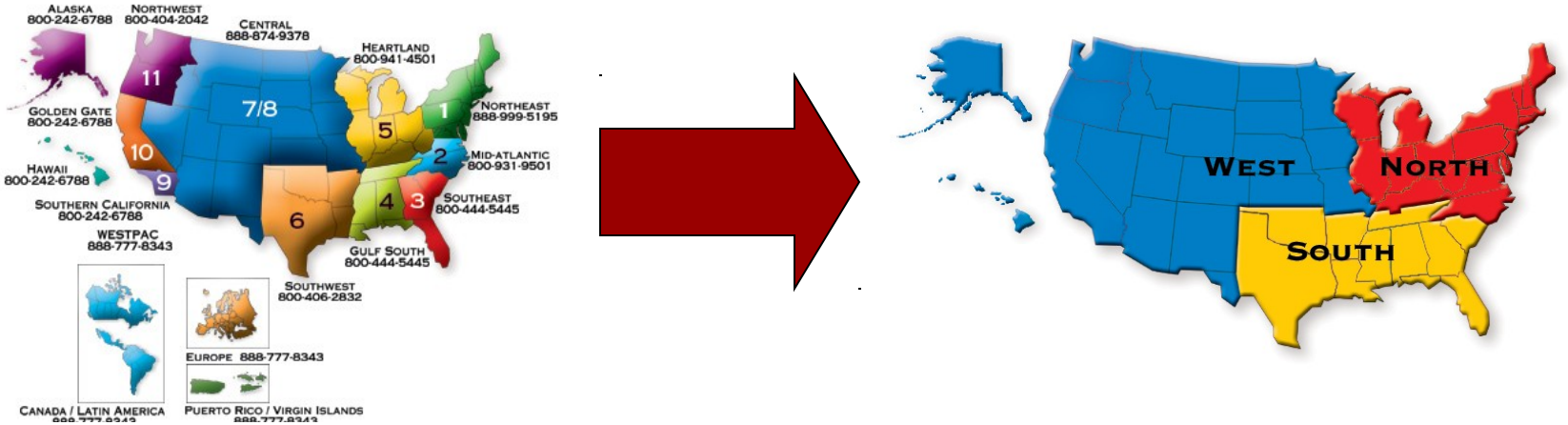
New TRICARE Contracts for Health Care Services & Support

New TRICARE Contracts for Health Care Services & Support

- **TRICARE uses The Military Health System as the main delivery system. This system is augmented by a civilian network of providers and facilities. Many beneficiaries receive much of their health care from our civilian partners.**
- **New contracts have been awarded to our civilian partners in health care delivery that will be phased in by regions beginning 1 June 2004.**

3 Regions & 3 Contractors

We are moving from 11 regions and 7 contractors, to 3 regions and 3 contractors resulting in better customer service, improved portability and access to quality health care.



3 Future TRICARE Regional Offices

West
San Diego, CA

North
Washington D.C.

South
San Antonio, TX

New TRICARE Contracts for Health Care Services & Support

TRICARE Management Activity

Transitioning Now to 3 Contractors

Health Net Federal Services

TriWest Healthcare Alliance Corp

Humana Military Healthcare Services

TRICARE Management Activity

A Smooth Transition

- The new contracts will be phased in from June through November 2004.
- Our military treatment facilities remain at the core of our system. That does not change.
- There will be an easy transfer of claims data from outgoing contractors to the incoming.
- There will be ample time for building and improving on the best aspects of our current system.
- There is a warning system in place so that if problems are encountered, we can quickly identify and fix them.

How Does It Affect Me?

- **BENEFIT:** Your TRICARE benefits remain the same. However, we expect the new contracts will enhance access to health care and simplify the administrative process for beneficiaries.
- **COST:** TRICARE costs remain the same -- deductibles, enrollment fees, co-payments, catastrophic caps, cost shares.
- **ENROLLMENT:** This process remains the same. If you choose to enroll in Prime during the transition, you will need to contact the contractor for your region. If you are currently enrolled in TRICARE Prime and wish to remain enrolled in Prime, your records will be transferred to the new contractor.

How Does It Affect Me?

- **PRIMARY CARE MANAGER (PCM)** We expect most civilian health providers who serve as PCMs in the existing TRICARE network to remain in the new TRICARE network and that new providers will be added. Our TRICARE contractors will assist you in identifying a new PCM if your existing one is not remain in the new network.

- **PRIME ENROLLMENT RECORD** Your enrollment records will remain intact. If your current doctor chooses not to continue in the TRICARE network as an authorized and/or network provider, your record will be updated with your new PCM's information.

How Does It Affect Me?

- **CLAIMS:**
  - For now, you will continue to file claims with your current claims processor.
  - Claims filing addresses for the new TRICARE contractors will be widely disseminated as the date approaches for the new contractors to begin health care delivery. There will be a mechanism to ensure claims sent to the old claims processing address will be forwarded to the new claims processor. TRICARE Prime providers will electronically submit claims to the new TRICARE contractor address.

How Does It Affect Me?

- **WHAT SHOULD I DO?** Visit or call the nearest Uniformed Services ID card facility to verify or keep your DEERS information. You can find the nearest facility at www.dmdc.osd.mil/rsl/. You can also call the Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552.

- **HOW CAN I FIND OUT MORE?** Each new TRICARE contractor will provide information to beneficiaries residing in their region during the transition period. Also, we will update the TRICARE Web site (www.tricare.osd.mil) as new information becomes available.

New TRICARE Contract for Retail Pharmacy

New TRICARE Contract for Retail Pharmacy

TRICARE Management Activity

Contractor: Express Scripts Inc

Estimated Start Date: April 2004

How Does It Affect Me?

- Greater access to pharmacies when traveling outside your region
- Consistent access to drugs so that there is a continuity of benefits and a consistent application of benefits across all regions
- Improved quality of care by enabling pharmacists to have complete access to prescription data

New TRICARE Contract for Mail Order Pharmacy

New TRICARE Contract for Mail Order Pharmacy

TRICARE Management Activity

Contractor: Express Scripts, Inc.

Start Date: March 2003

How Does It Affect Me?

- The benefit did not change.
- You can fill your prescriptions by mail and order refills by mail, phone or online.
- Registered pharmacists verify your order twice for accuracy and safety.
- Your prescriptions are checked against your medical profile through the Pharmacy Data Transaction Service
- You can order up to a 90-day supply of your medication for the same co-payment as a 30-day supply for retail pharmacy. This is a 66% savings to you.

New TRICARE Contract for Retiree Dental

New TRICARE Contract for Retiree Dental

TRICARE Management Activity

Contractor: Delta Dental Plan of California

Start Date: May 2003

How Does It Affect Me?

- Enhancements were made from the previous dental program
  - A second cleaning within a 12-month period is covered
  - Amalgam allowance for posterior composite fillings
  - Dental accident coverage
  - Additional diagnostic and preventive services

New TRICARE Contract for Retiree Dental

TRICARE Management Activity

How Does It Affect Me? *(continued)*

- Comprehensive coverage for the most common needed and sought after dental services with the full scope of benefits after only 12 months
- The choice to visit any licensed dentist in the service area, or for more cost savings, to choose from over 67,000 network dentist locations.
- Affordable monthly premiums deducted automatically from Uniformed Services retired pay.

New TRICARE Contract for Global Remote Overseas

New TRICARE Contract for Overseas Remote

TRICARE Management Activity

Contractor: International SOS Assistance, Inc.

Start Date: September - October 2003

How Does It Affect Me?

- This contract consolidates the remote overseas health care contracts in the TRICARE Europe, Pacific, Latin American and Canadian regions, standardizing the health care benefit across overseas regions and reducing administrative costs for the government.
- All providers and facilities in this program will be fully credentialed.
- There are no out of pocket expenses – there will be a cashless/claimless billing process.
- SOS case manages all admissions and facilitates all ambulatory referrals/consults.
- Care provided will be the best and most “Western” care available for overseas areas.

New TRICARE Contract for Claims Processing for Medicare-Eligible Beneficiaries

New TRICARE Contract for Claims Processing for Medicare-Eligible Beneficiaries

TRICARE Management Activity

Contractor: Wisconsin Physicians Service Insurance Corporation

Start Date: April through November 2004

How Does It Affect Me?

- If your provider submits Medicare claims for you, there is no change.
- There will be a single contract for claims processing for individuals who are eligible for both TRICARE and Medicare resulting in improved claims processing with only one nationwide contractor.
- You should not be affected by this change unless you need to submit a paper claim. You will receive the new mailing address for paper claims once the services begin for the contract.

New TRICARE Contracts for:
Marketing & Education
TRICARE Information Services
and
National Quality Monitoring

New TRICARE Contracts

TRICARE Management Activity

- **Marketing & Education Contractor:** CACI, Inc. Federal
  Start Date: Oct 03
  How does it affect me? This contractor will be responsible for developing a national suite of marketing and educational materials that will be used to educate and inform more that 8.7 million beneficiaries on all aspects of the TRICARE health care benefits and program.

- **TRICARE Information Services Contractor:** In Evaluation
  Start Date: Estimated September 2003
  How does it affect me? This contractor will be responsible for answering beneficiary request for basic TRICARE information and referring beneficiaries to partner call centers.

- **National Quality Monitoring Contract:** In Pre-Award phase
  Start Date: Six months after award
  How does it affect me? This contract will provide an impartial evaluation of the quality of care provided to Military Health System (MHS) Beneficiaries, the contract also provides second level appeals for medical necessity denials.

New TRICARE Contract for Designated Providers

New TRICARE Contract for Designated Providers

TRICARE Management Activity

Contractors: Martin's Point Health Care, Portland, Maine; Brighton Marine Health Center, Boston, Massachusetts; Johns Hopkins Medical Services Corporation, Baltimore, Maryland; CHRISTUS Health, Houston, Texas; and the Pacific Medical Clinics, Seattle, Washington. DoD anticipates awarding one additional provider contract to St. Vincent's Catholic Medical Center of New York, Staten Island, N.Y., later this year.

Start Date: June 1, 2003

How Does It Affect Me?

- Continued comprehensive health care services for TRICARE beneficiaries enrolled in the Department of Defense (DoD) Uniformed Services Family Health Plan (USFHP).
- Offers a TRICARE Prime-like health care benefit to approximately 77,000 beneficiaries enrolled in the USFHP. Eligible beneficiaries include active duty family members, retirees and their family members and survivors who live within specific geographic areas in the states of Louisiana, Maine, Maryland, Massachusetts, New Hampshire, Pennsylvania, Rhode Island, Texas, Washington and West Virginia.

Resources

Contact your Beneficiary Counseling & Assistance Coordinator, Health Benefits Advisors or Medical Department Representative at your local clinic or medical facility for more information.

For the latest updates, please visit www.tricare.osd.mil

TRICARE National Phone Numbers

Eligibility Questions
DMDC Support Office—1-800-538-9552

TRICARE Prime Remote Questions
1-877-DoD-CARE
1-877-363-2273

Pharmacy Questions
1-877-DoD-MEDS
1-877-363-6337

TRICARE Dental Progam
1-800-866-8499

TRICARE For Life Information
1-888-DoD-LIFE
1-888-363-5433

Current TRICARE Regional Phone Numbers

TRICARE Management Activity

TRICARE Northwest	800-404-0110
TRICARE Mid-Atlantic	800-931-9501
TRICARE Northeast	888-999-5195
TRICARE Heartland	800-941-4501
TRICARE Central	888-874-9378
TRICARE Southeast	800-444-5445
TRICARE Southwest	800-406-2832
TRICARE Gulf South	800-444-5445
TRICARE Golden Gate/S. Calif/ Hawaii/Alaska	800-242-6788
TRICARE Pacific/Puerto Rico/ Latin America/Canada/Europe	888-777-8343

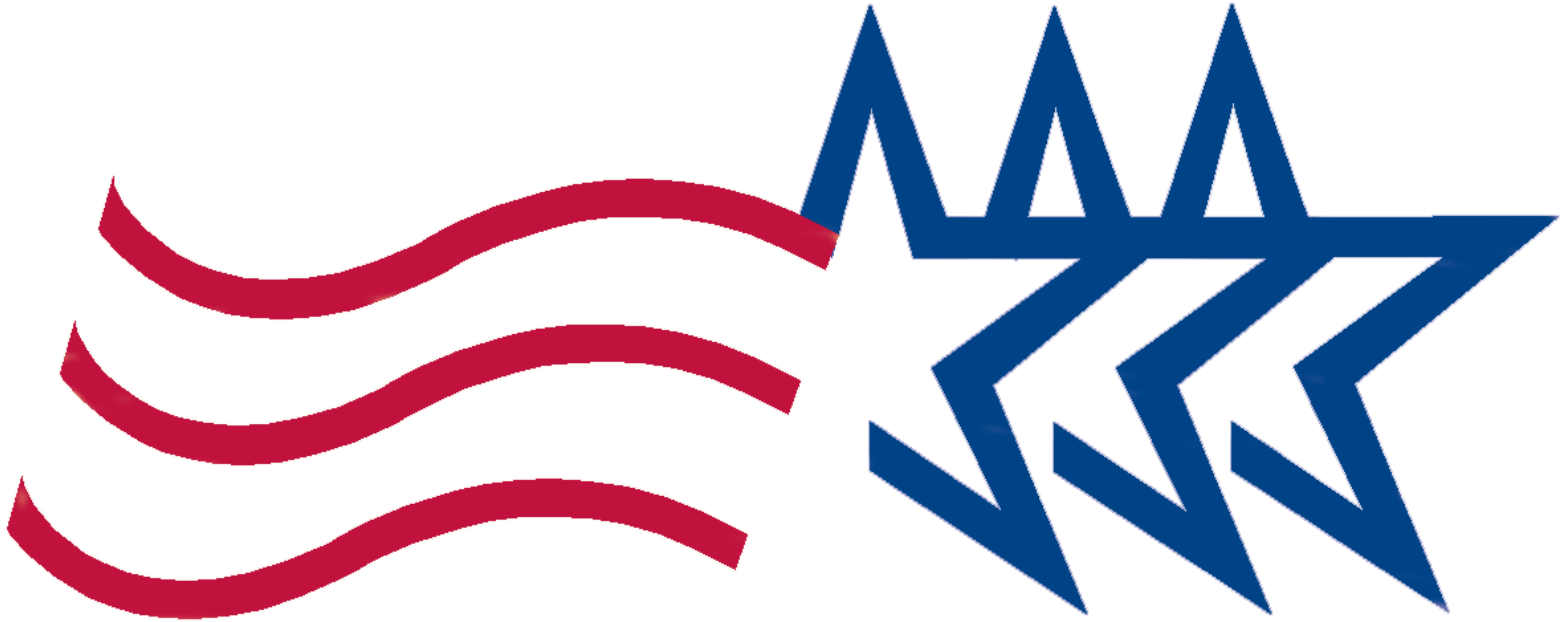
In Summary

"The new contracts are part of the secretary's transformation efforts and will make a strong program better. Our new contractors will be strategic partners in support of medical readiness and their added value includes optimizing care in our military medical facilities, ensuring access to the highest quality civilian providers and offering preventive and outreach strategies for our beneficiaries." -- *Dr. William Winkenwerder Jr., Assistant Secretary of Defense for Health Affairs*

"I am very pleased with this next generation of TRICARE contracts. They will take us to the next step in focusing on our patients, claims efficiency, ease of portability and enhancing our military medical facilities," -- *Lt. Gen. James B. Peake, Army Surgeon General and Commander U.S. Army Medical Command*

"These contracts will afford the Military Health System greater flexibility and opportunity to execute the health care benefits enacted by Congress. Naval medicine looks forward to working with our sister services and our Tricare partners to deliver a world-class benefit—centered on families, grounded by Force Health Protection." --*Vice Adm. Michael L. Cowan, Surgeon General of the Navy and Chief, Bureau of Medicine and Surgery*

"The award of these contracts concludes an intense process of dedication and inter-service cooperation. It also marks the beginning of new partnerships specifically designed to focus on our beneficiaries, to reward quality, and help us strengthen our expeditionary Air Force." --*Lt. Gen. George Peach Taylor, Surgeon General of the Air Force*


TRICARE